

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. One of the most frustrating charges which appear (unexplained, usually) on phone bills, are fast becoming tech support fees at \$X/min., which appear as "900" type information calls with huge taxes and fees attached. Usually, the poor schmoe who needs the tech support has no idea that he will be paying these fees in addition to the fee/min. advertised. Furthermore, why these charges are billed to the telephone bill, rather than as a separate bill to the customer, is only further excuse for the phone company to charge the call to a secondary long distance company, rather than to the customer's normal long distance company, at a further inflated rate!! This entire practice should be forbidden!

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.